

CLAIMS & ELIGIBILITY QUICK REFERENCE GUIDE

Paper Submissions	Individual, small, group, and large group claims	True Health New Mexico P.O. Box 211468 Eagan, MN 55121	<ul style="list-style-type: none"> Filing deadline is 90 days from the date of service. Professional services (CPT) must be submitted on a CMS-1500 claim form. Inpatient services must be submitted on a UB-04 claim form. Handwritten submissions will be rejected. Do not use labels, stickers, or stamps on the claim form. Do not send duplicate copies of any forms or supporting information.
	Federal employee claims	Effective March 1, 2023, we are no longer accepting claims for FEHB.	
Electronic Submissions	Individual, small, group, and large group claims	NEW IN 2022! Member ID Prefixes: 700, TH0, 600, GS8 Group IDs: THNMHIX, THINDOFF01, 500 (SHOP prefix), GT0 (small group & large group prefix)	Payer ID for individual, small, and large groups: 82288
		NEW IN 2022! Member ID Prefix: GS8 Group ID: GTAPS01	Payer ID for Albuquerque Public Schools: 85600
	All claim types		<ul style="list-style-type: none"> X12 837 format is accepted. Version 5010 compliance required.
	Federal employee (FEHB) claims	Effective March 1, 2023, we are no longer accepting claims for FEHB.	
Claim Status Inquiries	True Health New Mexico Customer Service: 1-844-508-4677 Online Provider Portal: https://thnm.alderaplatform.com/		Limited to five claim inquiries per call.
Claim Re-Assessment/ Adjustment Form	Submit re-assessment and adjustment requests using the form located at truehealthnewmexico.com/provider-forms-and-other-resources .	True Health New Mexico P.O. Box 211468 Eagan, MN 55121	Access forms via the Provider Portal or at truehealthnewmexico.com/provider-forms-and-other-resources .
Appeal and Grievance Submissions	Submit appeals and grievances using the form located at truehealthnewmexico.com/member-forms .	True Health New Mexico P.O. Box 37200 Albuquerque, NM 87176	Access forms via the Provider Portal or at truehealthnewmexico.com/member-forms .

MEMBER ELIGIBILITY & PRIOR AUTHORIZATIONS

Member Eligibility Verification	<ul style="list-style-type: none">• Online: truehealthnewmexico.com/providers• Telephonically: Eligibility Verification Line (IVR) or Customer Service: 1-844-508-4677• Paper identification forms• Member ID card	
Prior Authorization	Contact True Health New Mexico Medical Management: <ul style="list-style-type: none">• Phone: 1-844-508-4677• Fax: 1-866-446-3774	<ul style="list-style-type: none">• Members are required to have in-network primary care providers.• Referrals to in-network specialists DO NOT require prior authorization.• Prior Authorization request form and information is available at truehealthnewmexico.com/prior-authorization-requests.

PHARMACY SERVICES

Contact True Health New Mexico Pharmacy Services by phone at 1-866-823-1606 or by fax at 1-866-718-7938.

VISION CLAIMS

Contact VSP at 1-800-877-7195.

OTHER RESOURCES

Provider Services	1-844-508-4677	Provider Services is available Monday-Friday, 8:00 a.m.-5:00 p.m.
Online Provider Portal	https://thnm.alderaplatform.com/	